

Your water CONNECTION

2012 Year in Review (Cont'd.)

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completed in 2012. Crews recently started work on the Tamayo Reservoir, a 4 million gallon reservoir that serves portions of Tucson Water's northeast service area.

Starting construction of a new Advanced Oxidation Process (AOP) Water Treatment Facility

– With this new facility, Tucson Water is investing in the latest technology to ensure our water quality meets changing regulations. The new AOP plant and the existing Tucson Airport Remediation Project (TARP) facilities will work in conjunction to remove 1,4-dioxane and other contaminants from water, treating and purifying up to 8 million gallons of water a day.



Officials and community members gathered in July to kick off construction of the 4500-square-foot AOP treatment facility.



For more information, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English, contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.



2012 Year in Review

From the 480 employees of Tucson Water, have a safe and water-efficient holiday season. This special December *Water Connection* highlights some of our key efforts in 2012 – all focused on ensuring water reliability now and in the future.



Alan Forrest
DIRECTOR,
TUCSON WATER

Recharging our full allocation of Colorado River water

– Tucson Water continues to purchase its full allotment of Colorado River water, an important renewable water resource. Central Arizona Project (CAP) canals deliver river water to Tucson Water's Clearwater Renewable Resource Facility, where it is recharged, blended with groundwater, recovered, treated and delivered to customers. We will be recharging 47 billion gallons of water annually, while only withdrawing 33 billion gallons for use – this leaves an extra 14 billion gallons of water in the aquifer for replenishment.



Central Arizona Project (CAP) canals bring Colorado River water to Tucson water facilities to be recharged, recovered, and delivered to customers.

Continued inside



PIMA COUNTY

Smart Effluent Use Benefits the **Environment & Community**

The Pima County Regional Wastewater Reclamation Department (PCRWRD) owns and operates ten wastewater reclamation facilities in the Tucson area. Wastewater reclamation facilities produce effluent. Through an intergovernmental agreement, the City of Tucson owns 90% of that effluent and Pima County owns 10%.

Effluent that undergoes additional treatment is reclaimed water and is put into the City of Tucson's reclaimed water distribution system – a system that is separate from the drinking water system.

By using Tucson Water's reclaimed water system, Pima County uses some of its share of effluent to:

- irrigate county parks, turf facilities and other landscape vegetation
- provide reclaimed water for construction and dust control
- maintain man-made riparian habitats and wetlands

A portion of the county's effluent is discharged into the Santa Cruz River, where it recreates a riparian habitat that once naturally existed there. In addition to nurturing this unique habitat, this effluent that is discharged into the Santa Cruz River also helps to recharge the underground aquifer.

In this manner, some of the effluent discharged into the Santa Cruz River is "banked" for future use and serves to replenish the aquifer until it is recovered. This underground banking of water allows the entities that own the water to "withdraw" groundwater when it is needed.

Pima County has many ways to use its share of effluent and reclaimed water, both important pieces of our community's water portfolio.

CITY OF TUCSON

Keep Your Holidays Green

Did you know Americans generate 25% more garbage between Thanksgiving and New Year's Day? That means about 1 million additional tons of garbage taken to landfills each week during the holidays – that's a lot of garbage! With a little planning, we can reduce this amount by thinking green and using products that can be recycled. Here are some ideas:

- Shop local to reduce package waste, reduce your carbon footprint, and support local businesses.
- Use reusable shopping bags. If you use plastic bags, remember to recycle them at a grocery store or retailer.
- Send e-mail holiday cards. There are numerous online greeting card sites. If you want to send paper holiday greetings, choose cards that can be recycled so skip the glitter or metallic finish.
- Use gift bags that can be reused, or wrap your gifts in a reusable grocery bag. Buy wrapping paper that doesn't have a metallic finish or glitter so you can recycle it in your blue barrel.
- All cardboard boxes and cards can be recycled. If you have cardboard that won't fit in your blue barrel, take it to one of the 12 Neighborhood Recycling Centers.
- If you shop online, remember that you can recycle the cardboard in the blue barrel, recycle the air pack at a grocery store and take the Styrofoam™ peanuts to a packing store where it will be reused.
- Make sure to check out the new recycling list at **www.DoMoreBlue.com**! You can now recycle any plastic container as well as your steel, tin, or aluminum cans.
- Remember to TreeCycle! This year the program will run from December 26, 2012 through January 6, 2013.

Important! Due to the Christmas and New Year's holidays, residents with Tuesday through Friday garbage and recycling collection will have their service delayed by one day. Your 2013 Holiday Collection Schedule is enclosed in this month's utility services bill, along with information about the TreeCycle Program.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

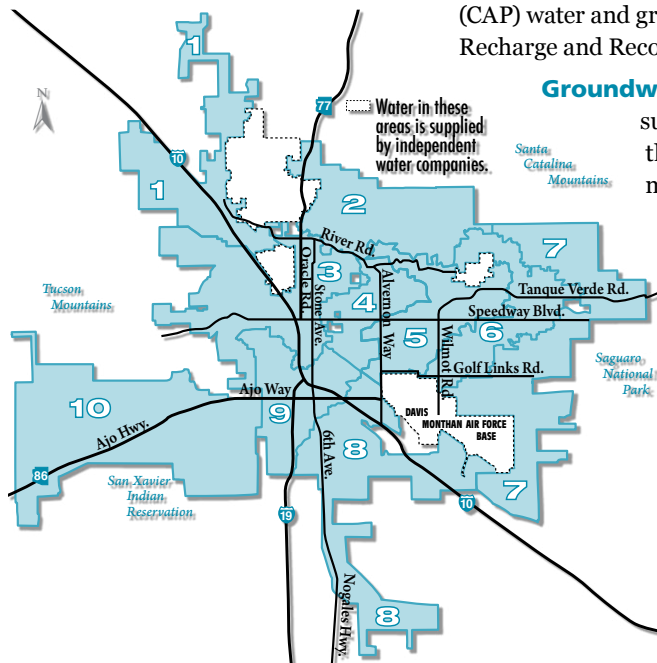
The Pima County Regional Wastewater Reclamation Department (PCRWRD) – For more information about the regional wastewater system, call (520) 740-6500 or visit pima.gov/www.

Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

October 2012

More than 20,000 individual water quality tests are performed annually on the drinking water derived from two sources: 1) groundwater and 2) the blend of recharged Central Arizona Project (CAP) water and groundwater from the Clearwater Recharge and Recovery Facility (CRRF).



Groundwater Source Report – Less than 50% of our total water supply comes from pumping native groundwater wells in the Tucson metropolitan area. These test results reflect the main distribution system, divided into 10 zones:

test results

*mg/L means milligrams per liter
1 mg/L = 1 teaspoon in 1,302 gallons
SP = Sample Points

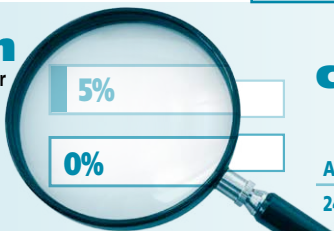
Zones	Sodium (mg/L*) 77 SP	Mineral Content (mg/L*) 247 SP	Hardness (mg/L*) 77 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	56	496	261	7.8	84
2	66	481	231	8.0	83
3	64	460	218	8.0	85
4	60	452	213	7.9	83
5	58	444	201	7.9	82
6	56	444	198	7.9	82
7	49	379	181	7.9	83
8	52	433	214	7.7	84
9	65	466	216	7.9	83
10	56	379	164	7.9	83
Avg	59	444	208	7.9	83

The U.S. Environmental Protection Agency (USEPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

coliform

EPA standards for positive samples

Positive results
247 samples



chlorine

Actual Average
247 samples 0.8 mg/L

EPA Standard
Max. 4.0 mg/L

Tucson Water
target
average
0.8 to 1.2
mg/L

Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native groundwater from the CRRF. Using this recovered blended water means that we reduce groundwater pumping.

Sodium	67 mg/L	(Nov. 1, 2012)
Mineral Content	491.7 mg/L	(Oct. 11 – Nov. 8, 2012 avg.)
Hardness	243 mg/L	(Nov. 1, 2012)
pH	7.96 S.U.	(Oct. 11 – Nov. 8, 2012 avg.)
Coliform Bacteria	Negative	(Nov. 1, 2012)
Chlorine Level	1.06 mg/L	(Oct. 11 – Nov. 8, 2012 avg.)
Temperature	79.98°F	(Oct. 11 – Nov. 8, 2012 avg.)

To obtain water quality information, go to tucsonaz.gov/water and click on the Water Quality tab for maps, FAQs, definitions, reports, online monitoring station results, and more. Or call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

2012 Year in Review (Cont'd.)



Crews are working now on adding new infrastructure to the Clearwater Renewable Resource Facility.

Continued from front

Adding new infrastructure at Tucson Water's Clearwater Renewable

Resource Facility – Crews are busy adding essential infrastructure to the Clearwater Facility: building an 8 million gallon reservoir and a booster station capable of moving 40 million gallons of water a day, hooking up 25 recovery wells and adding a 48 inch pipeline that delivers recovered CAP water. The Clearwater facility supplies 72% of our community's water needs.

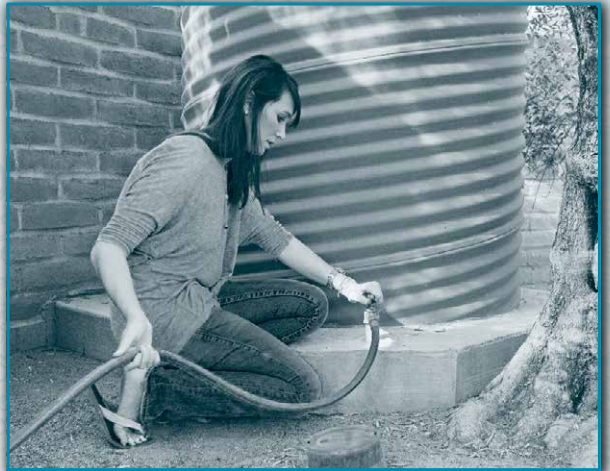
Continuing customer service improvements – The Tucson Water Call Center team regularly process 80,000 calls per month, responding to inquiries from customers. This past year, Tucson Water recruited and hired 7 additional customer service representatives (CSRs) and filled 6 existing vacant positions, intensified training, and upgraded the interactive voice response phone system. Tucson Water also created a team of 9 people to focus solely on billing issues, a major source of customer calls. The utility also established a new protocol to monitor



Tucson Water's Call Center team handles 80,000 calls per month, responding to inquiries from three utilities: water, sewer, and waste disposal.

residential water meters to better target aging and malfunctioning units. Calls to the Center are consistently answered in less than two minutes, resulting in shorter wait times and faster service.

New residential rainwater harvesting rebate program introduced in June – In June 2012, Tucson Water introduced a new residential rainwater harvesting rebate program that encourages and educates customers on how to collect and use rainwater on landscaping – instead of using drinking water. More than 900 people have attended a free rainwater harvesting workshop, a requirement to qualify for the rebate. Plus, more than 90 applications have been processed for rebates for installation of rainwater harvesting systems. Find out more about how to use water efficiently every day at tucsonaz.gov/water/watersmart.



Customers can take advantage of Tucson Water's new residential rainwater harvesting rebate program.

Crews continue to inspect, repair and improve potable and reclaimed water reservoirs – For several years, crews have been working to rehabilitate Tucson Water's 69 potable and reclaimed reservoirs to ensure that we have 315 million gallons of stable, available storage. The rehabilitation of the Craycroft and Wilnot Reservoirs was

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